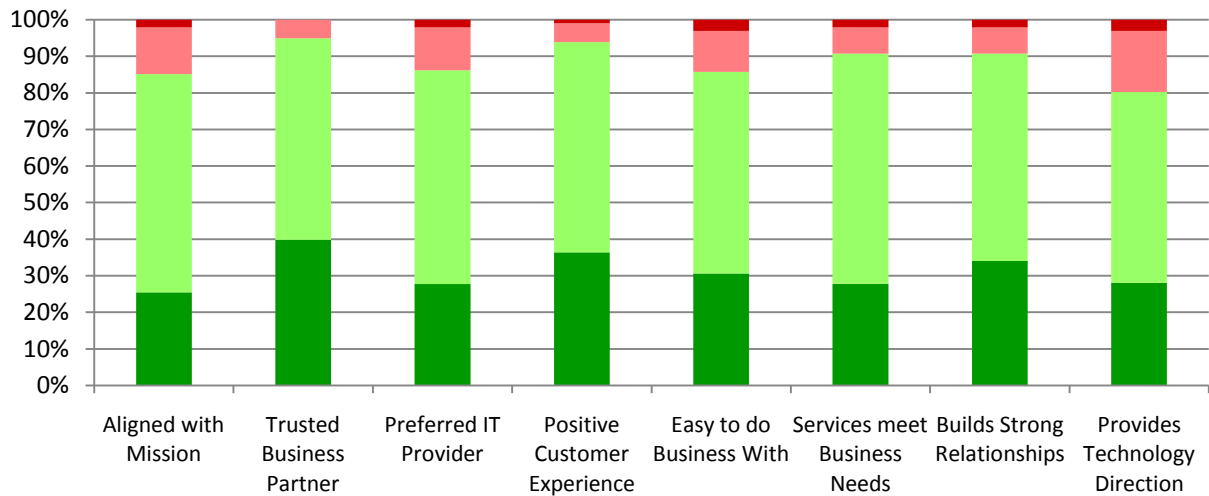




State of North Dakota
Information Technology Department
2008 Customer Survey

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

Key Performance Indicators



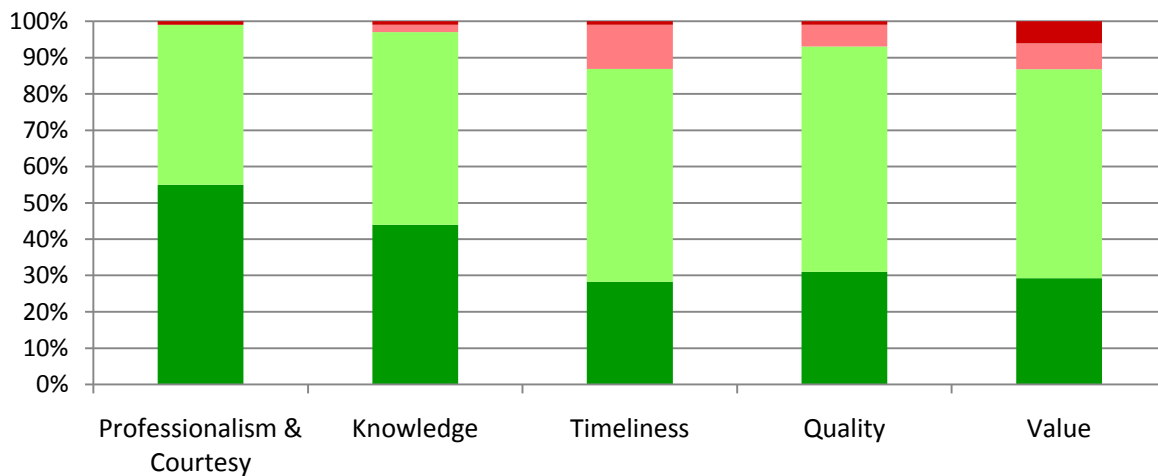
Average Respondents: 97



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Customer Satisfaction Indexes



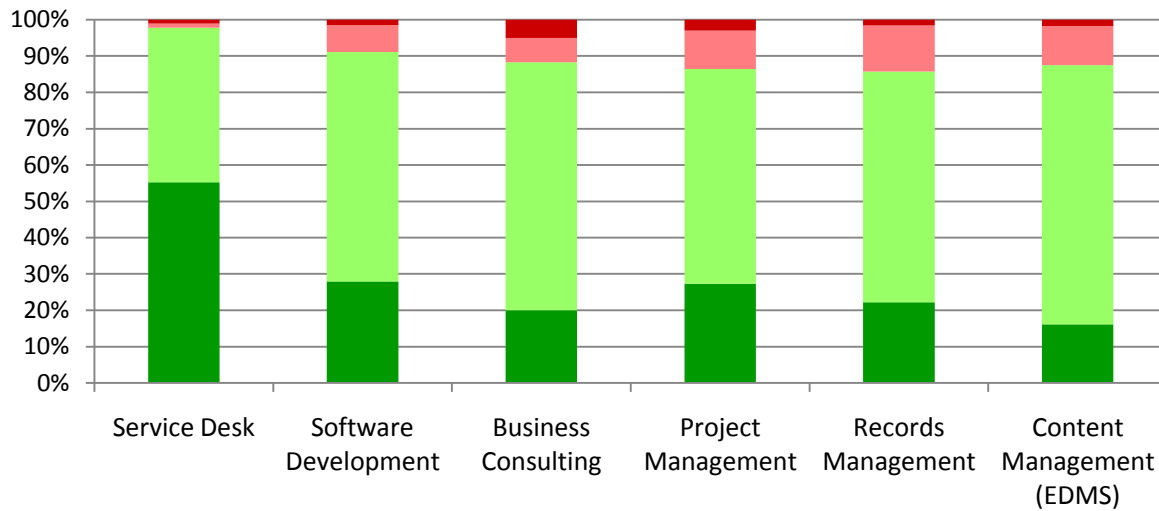
Average Respondents: 100



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Overall IT Professional Services



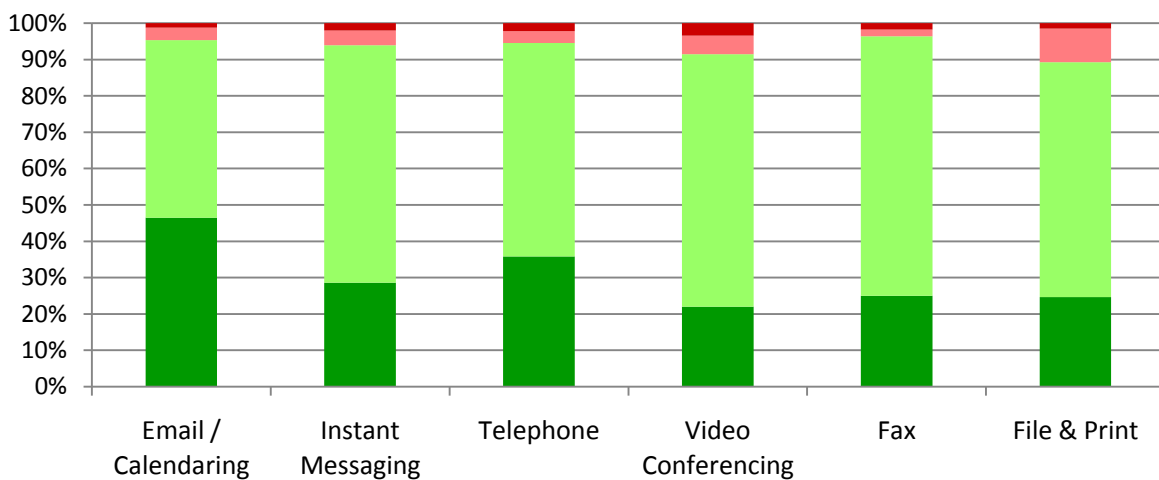
Average Respondents: 68



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Overall Communication, Collaboration & Desktop Services



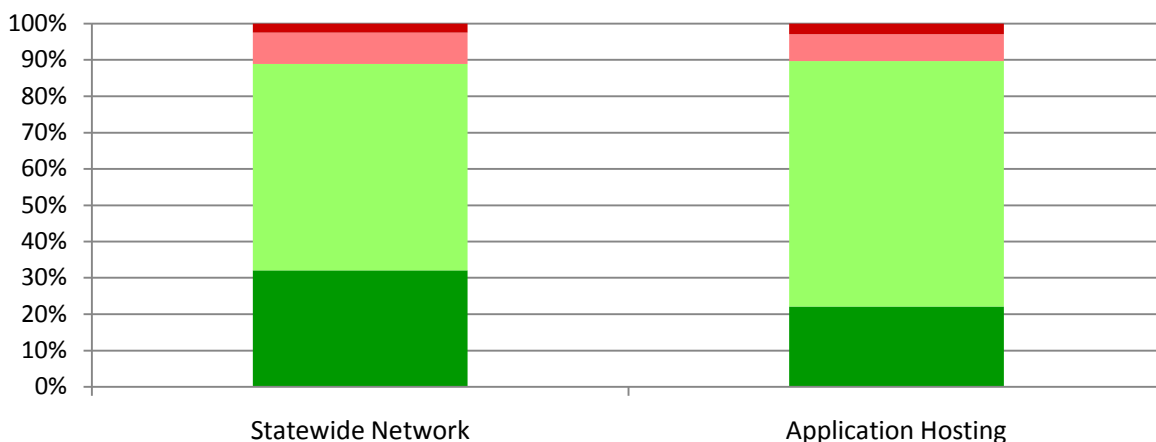
Average Respondents: 68



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Overall IT Infrastructure Services



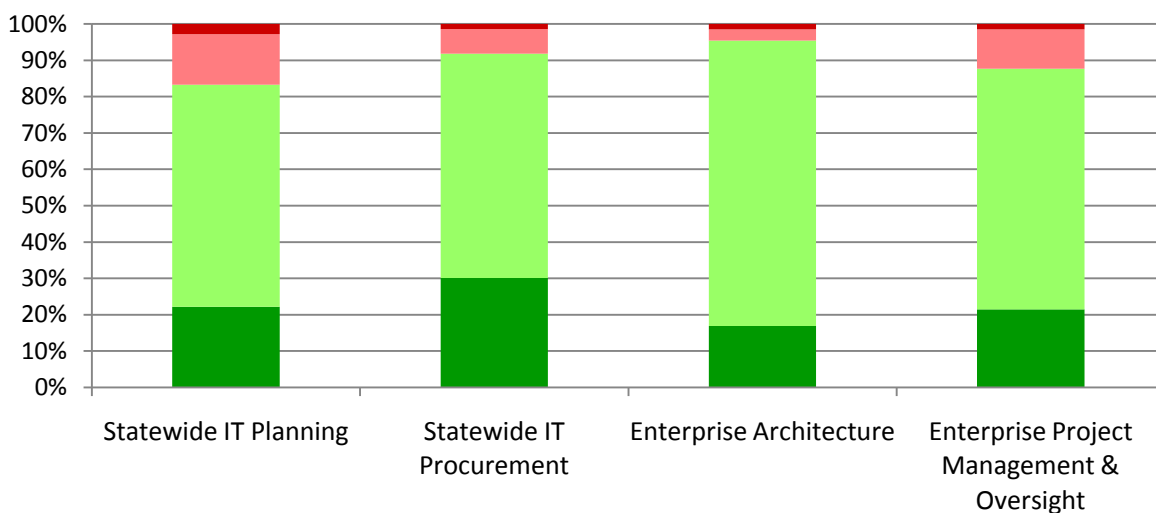
Average Respondents: 75



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Overall IT Policy & Planning Services



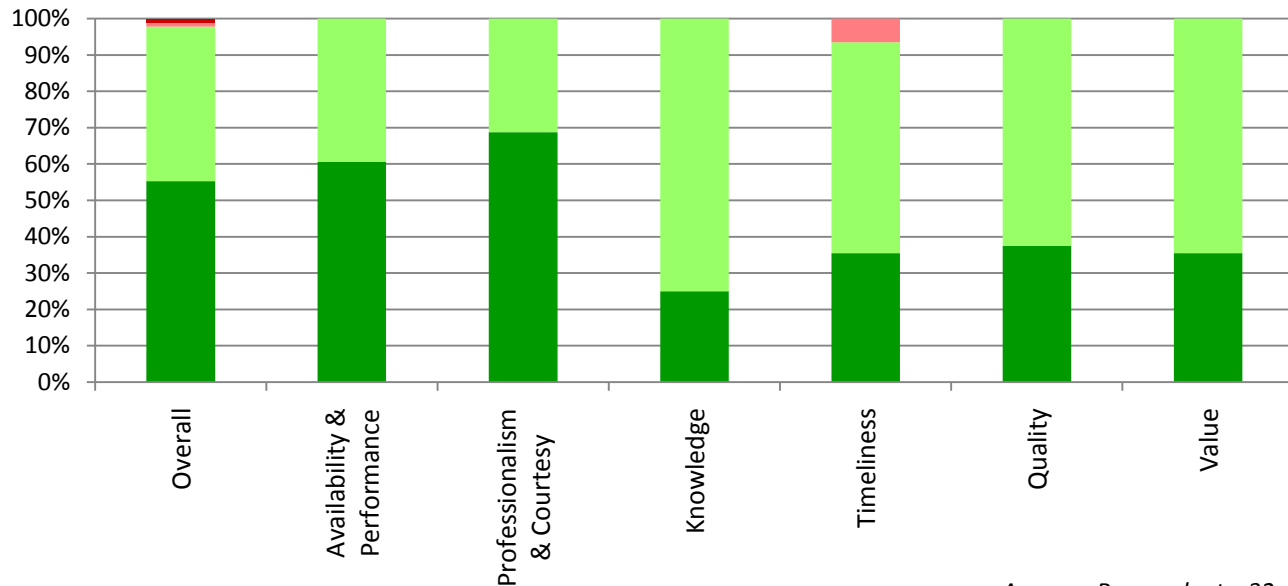
Average Respondents: 68



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

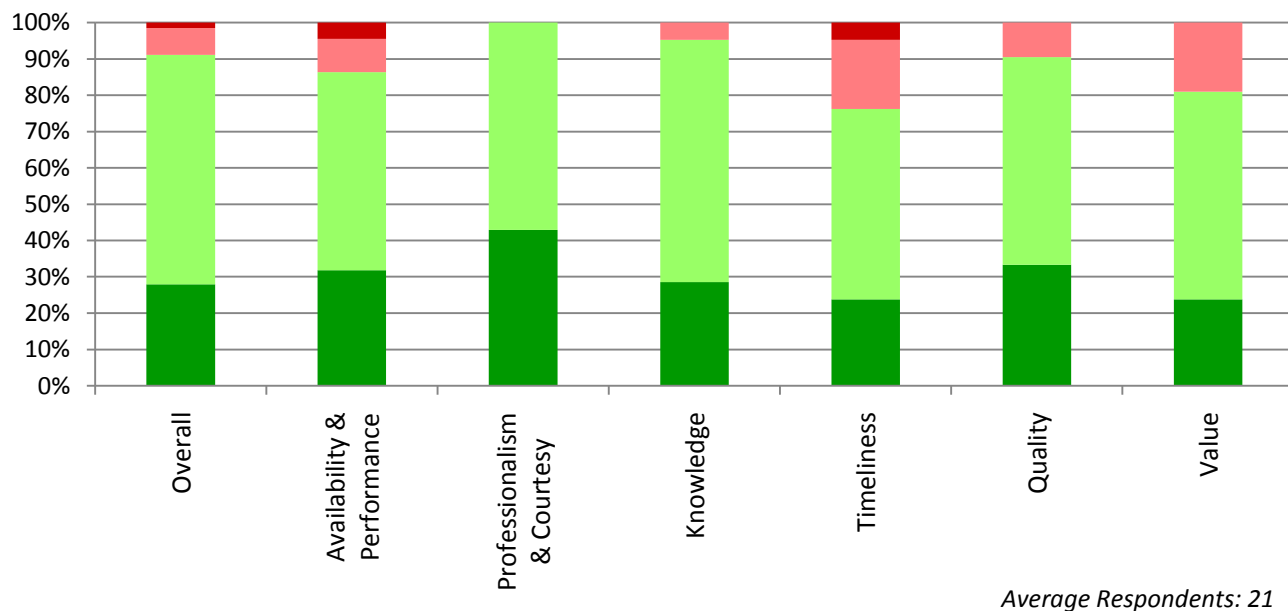
Service Desk



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Software Development

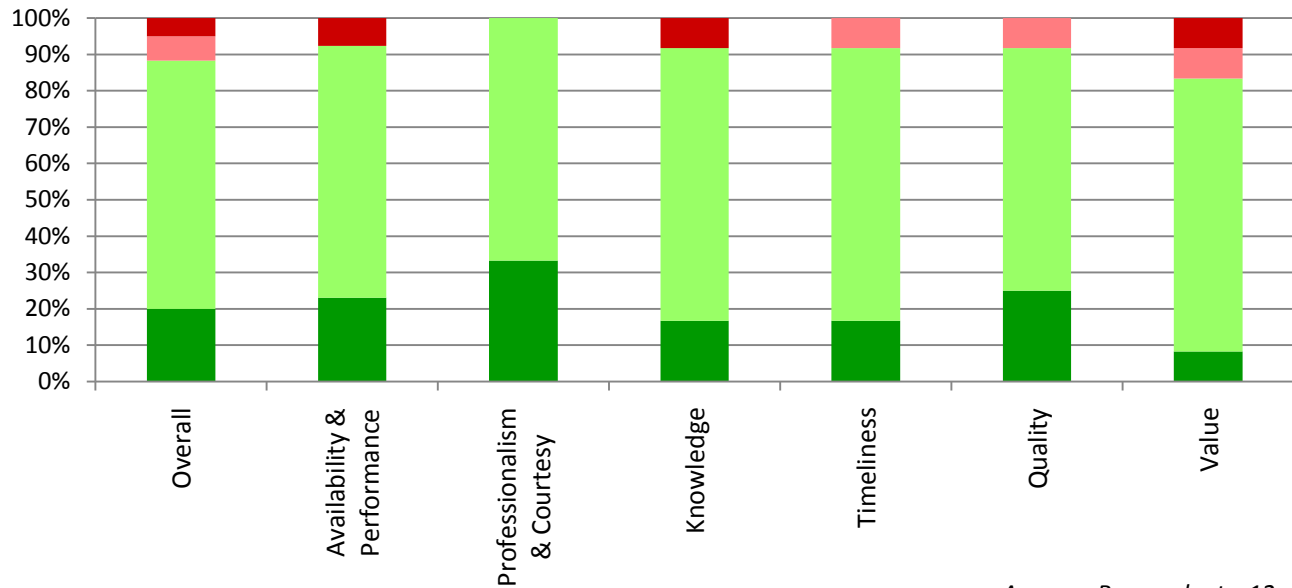




State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

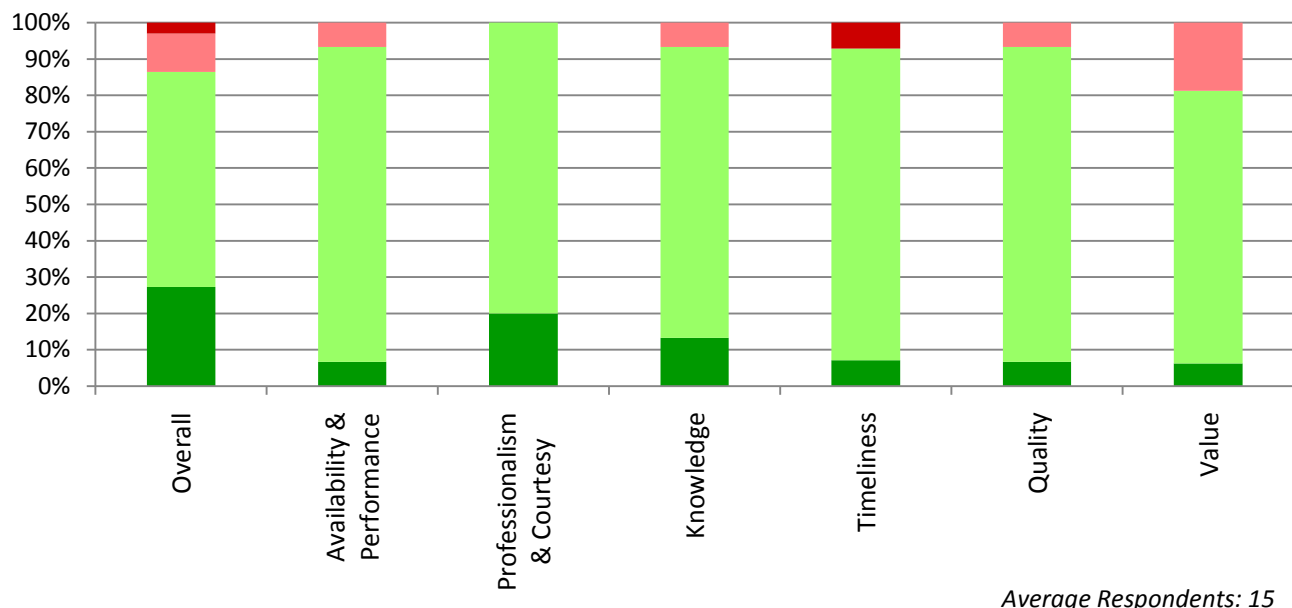
Business Consulting



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Project Management

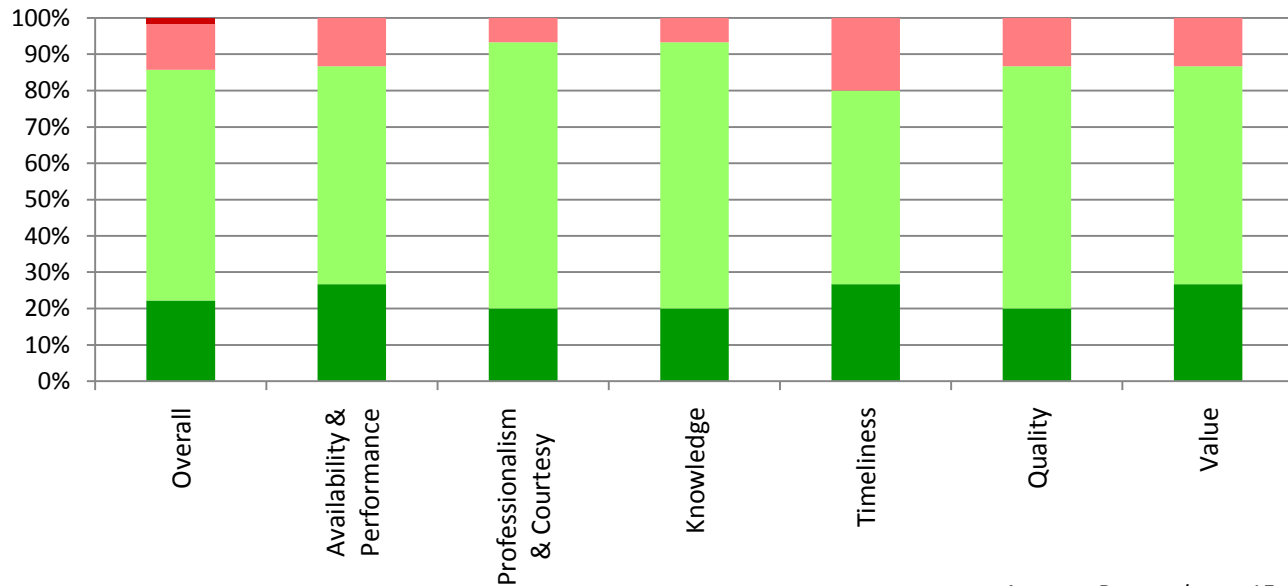




State of North Dakota
Information Technology Department
2008 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

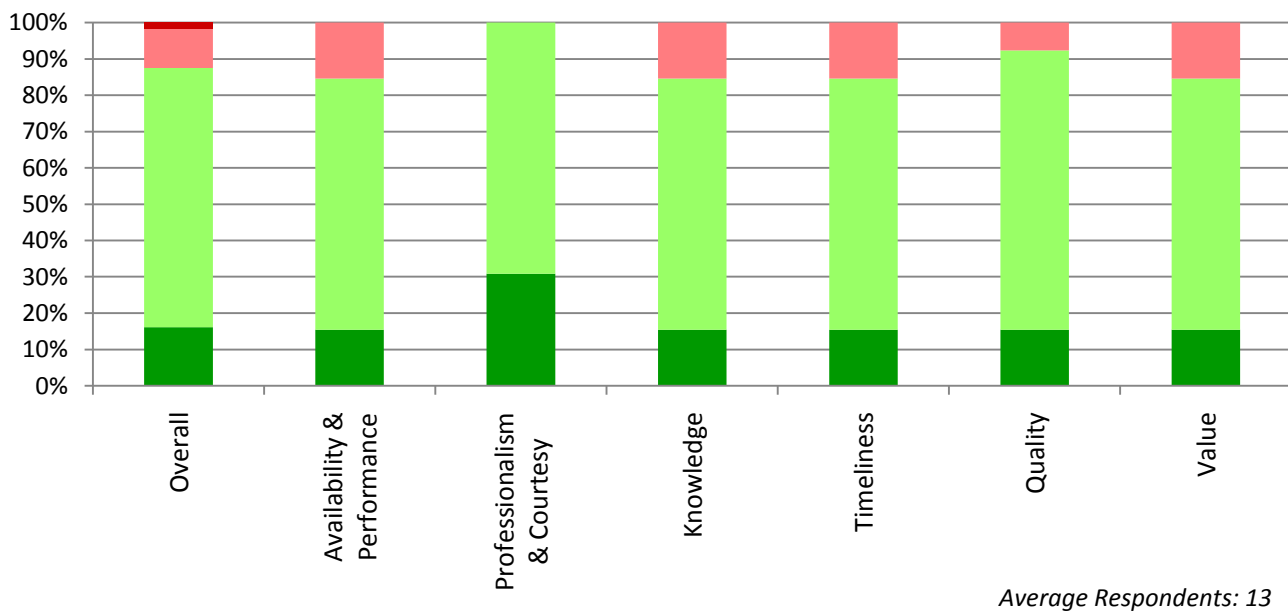
Records Management



State of North Dakota
Information Technology Department
2008 Customer Survey

Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Content Management

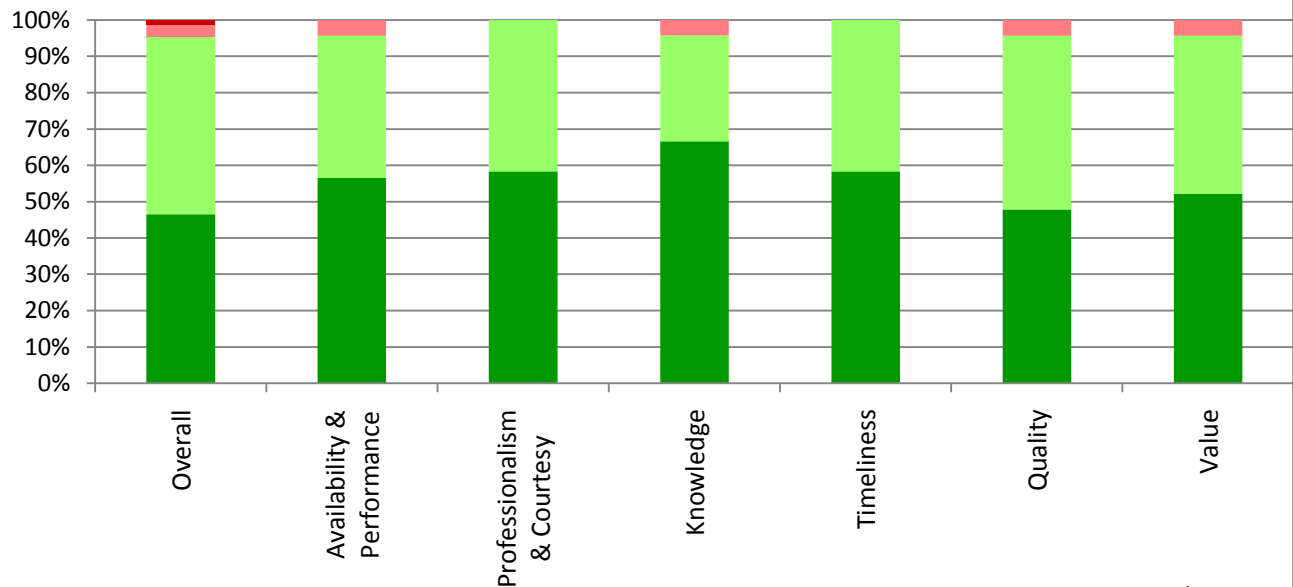




State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Email



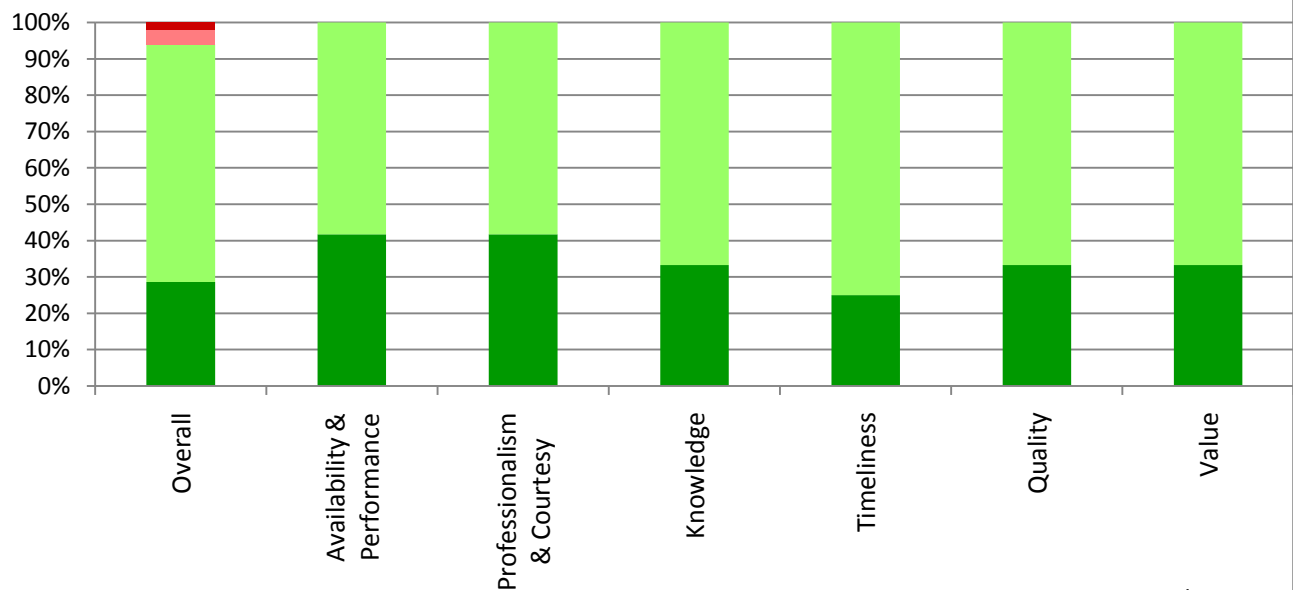
Average Respondents: 24



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Instant Messaging



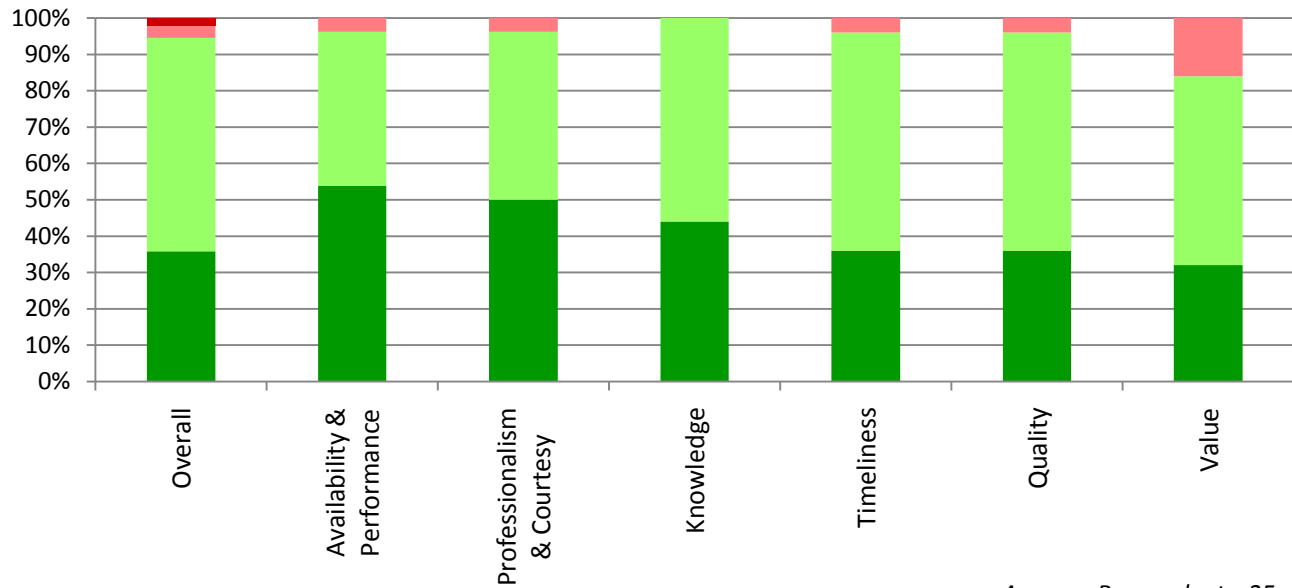
Average Respondents: 12



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

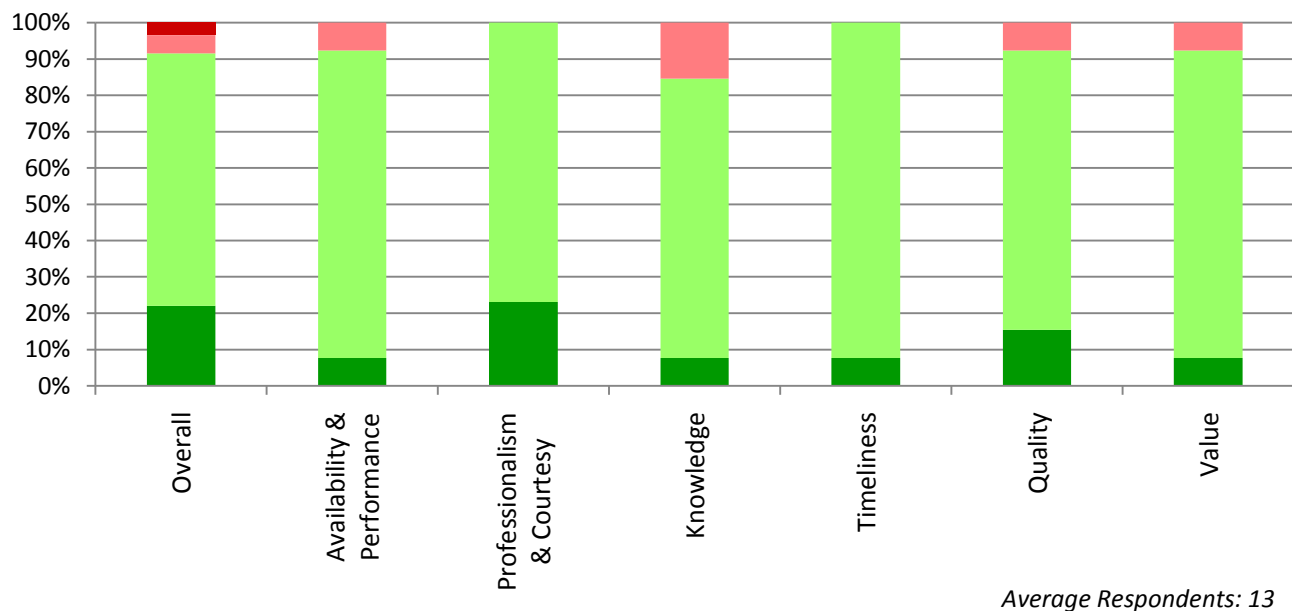
Telephone



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Video Conferencing

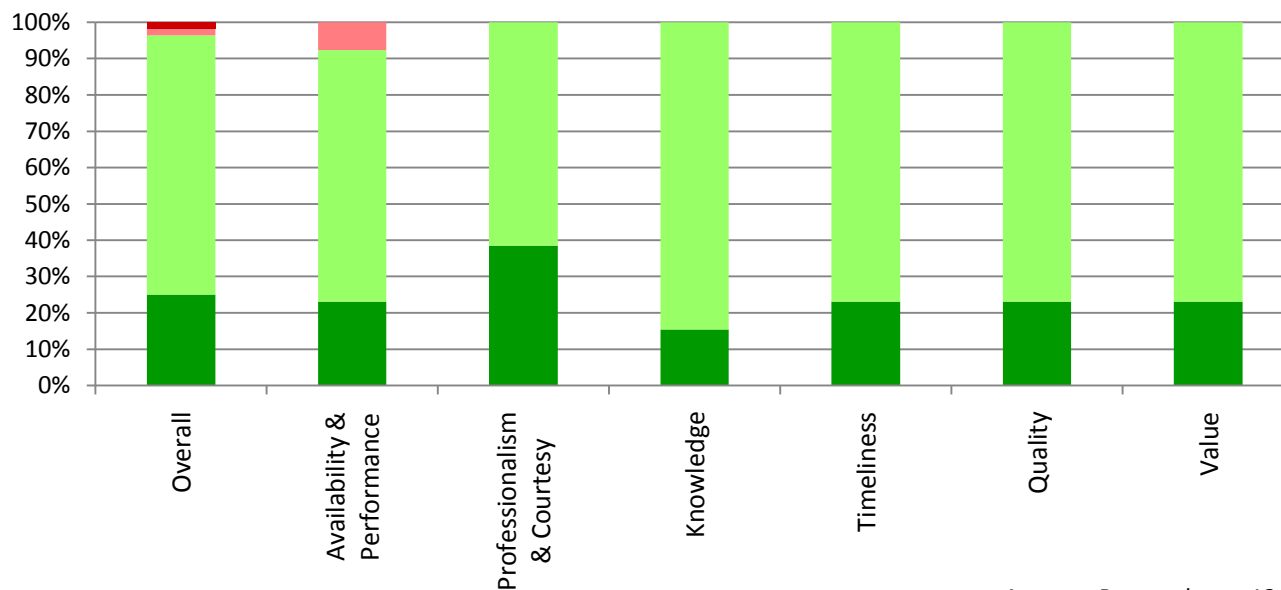




State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Fax



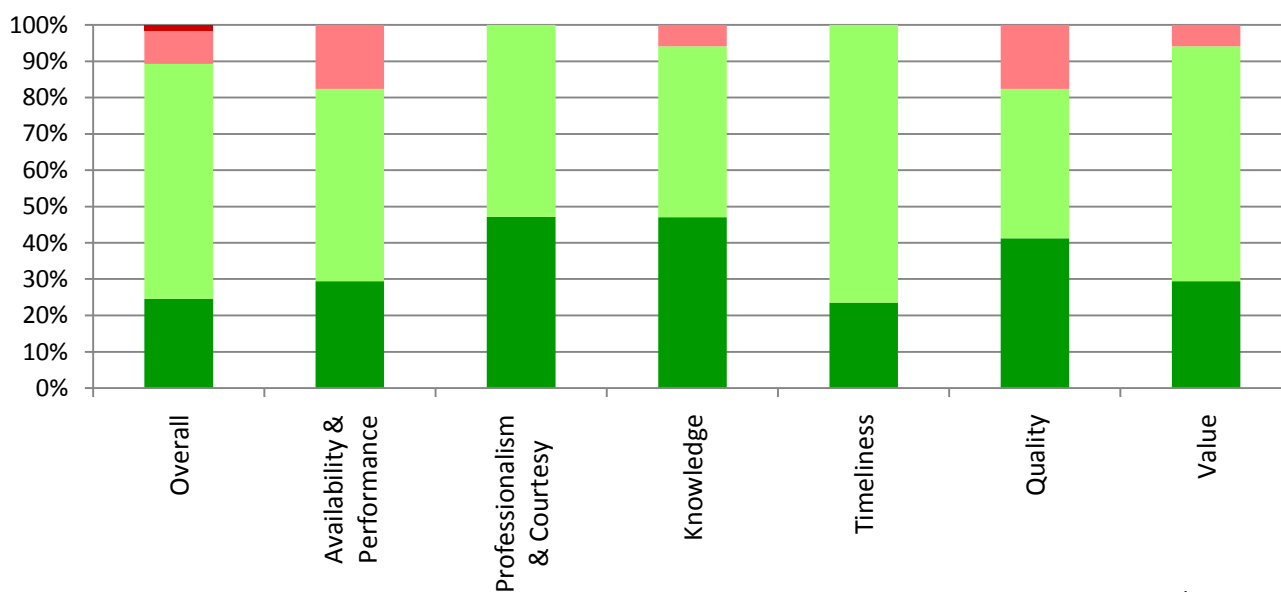
Average Respondents: 13



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

File & Print



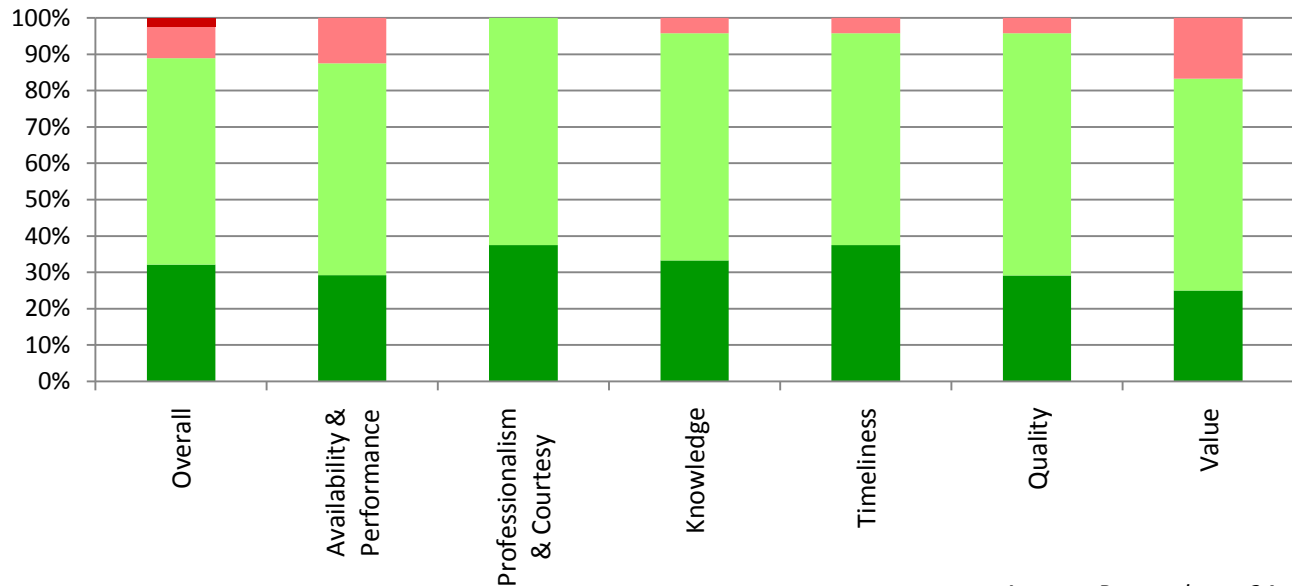
Average Respondents: 17



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Statewide Network



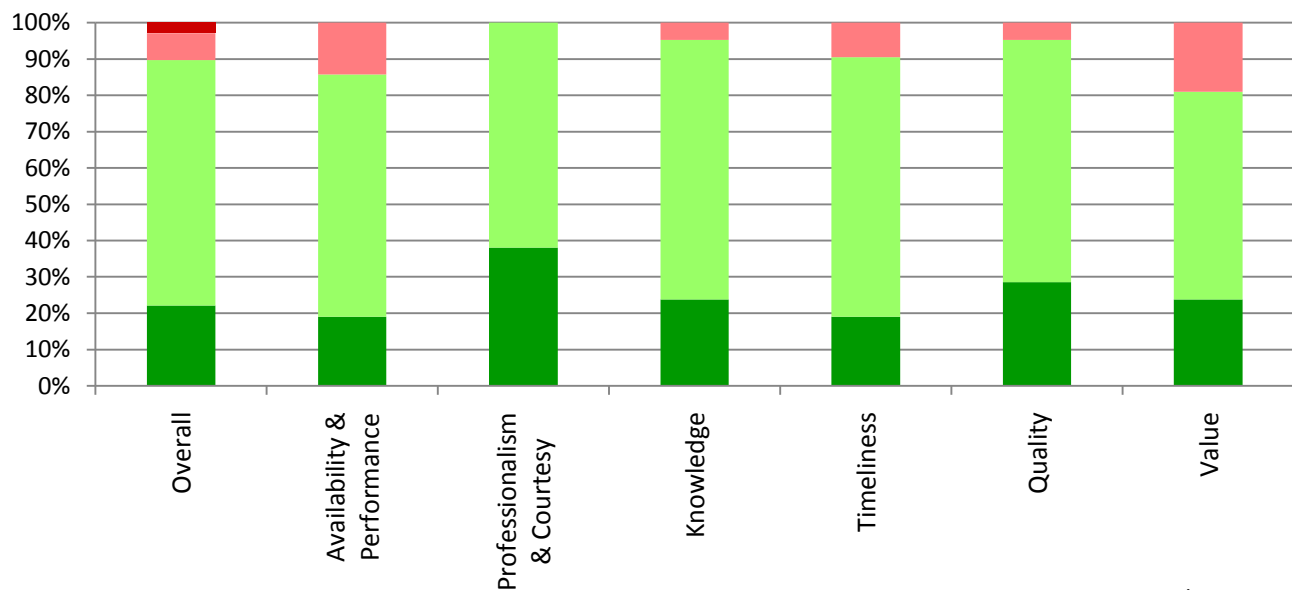
Average Respondents: 24



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Application Hosting



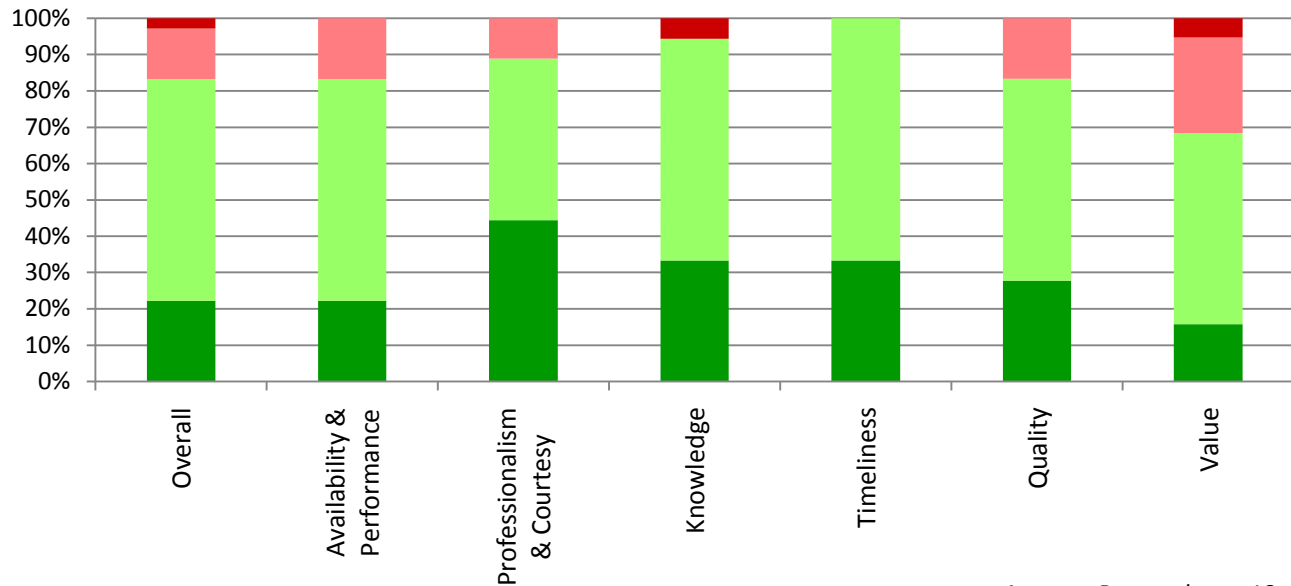
Average Respondents: 21



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Statewide IT Planning



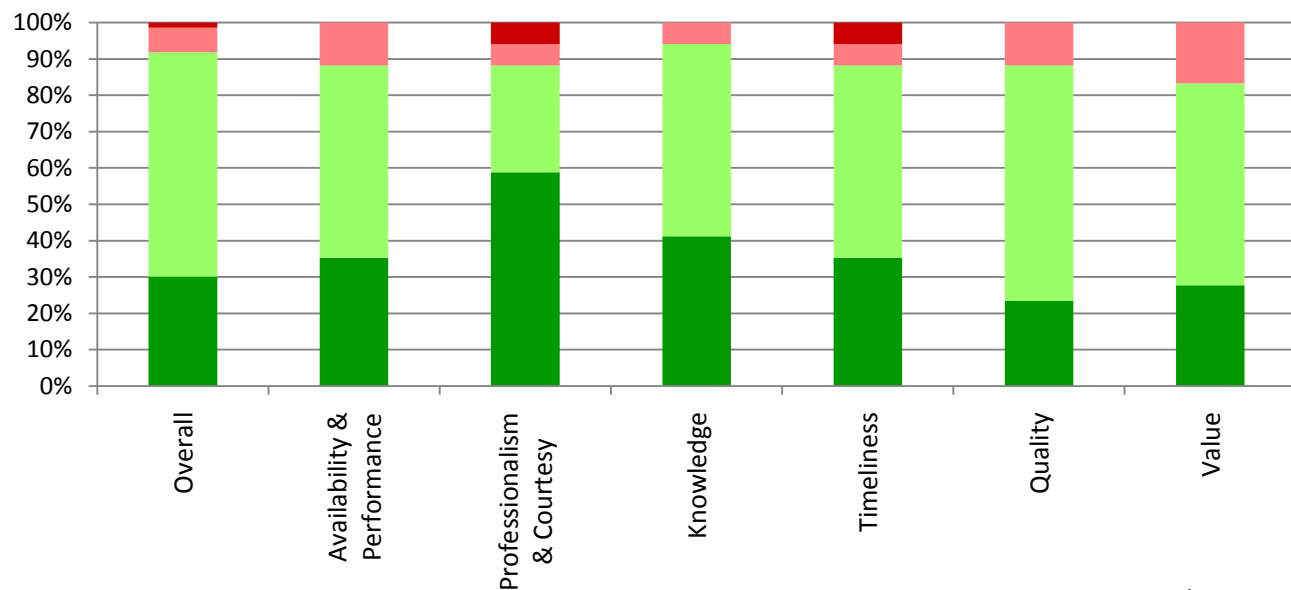
Average Respondents: 18



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Statewide IT Procurement



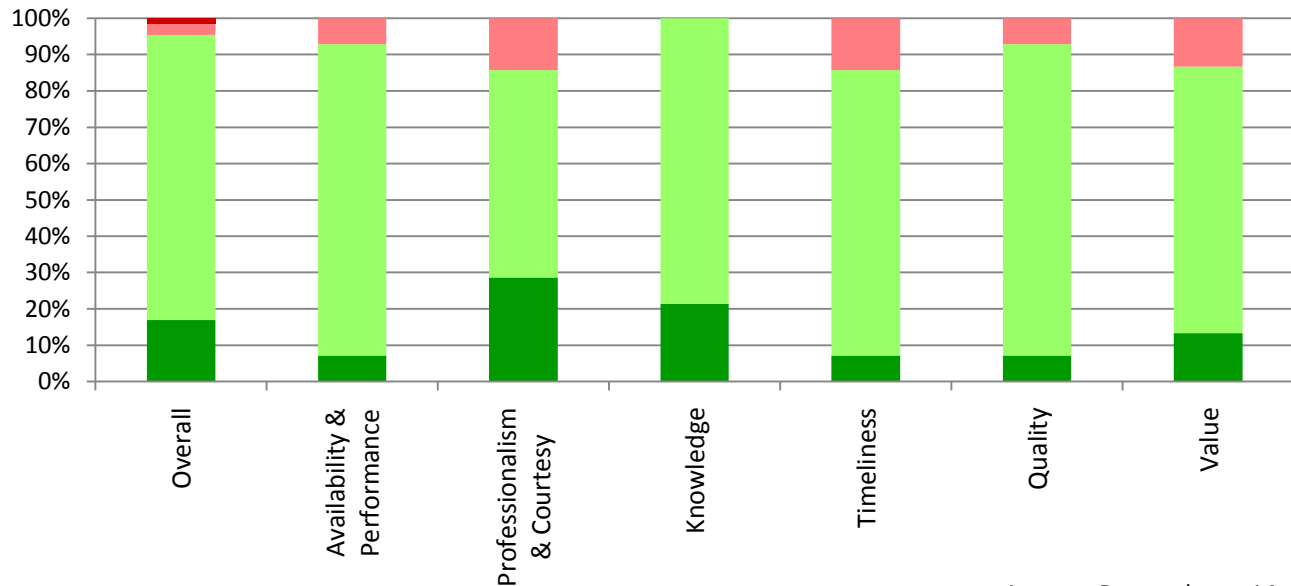
Average Respondents: 17



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Enterprise Architecture



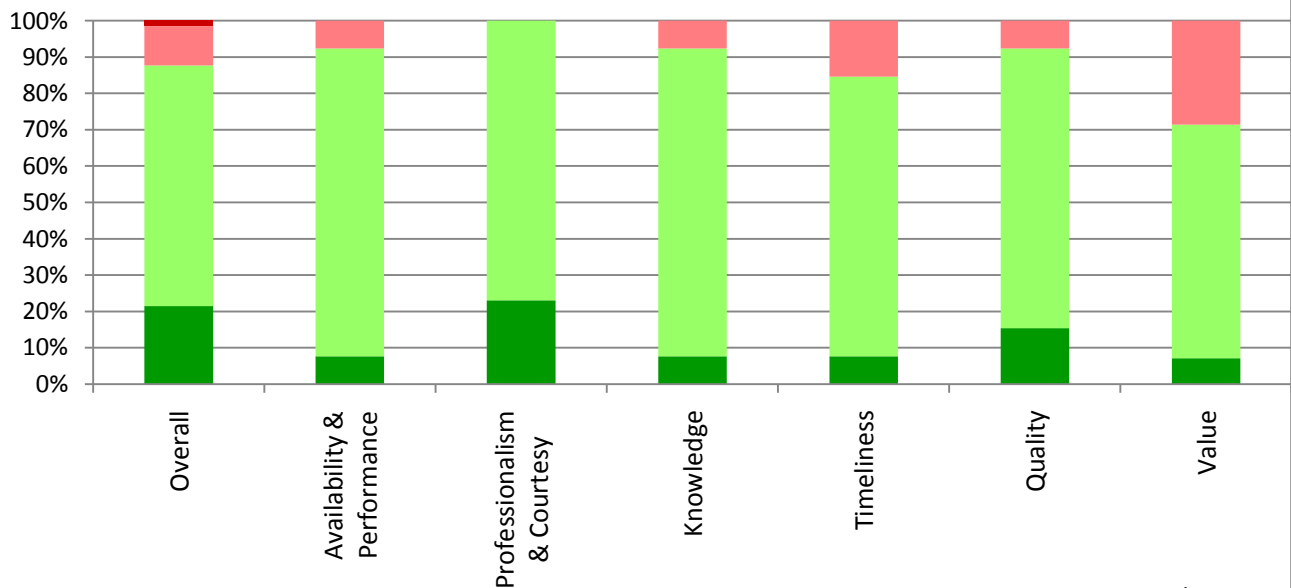
Average Respondents: 14



State of North Dakota
Information Technology Department
2008 Customer Survey

- Very Dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

Enterprise Project Management & Oversight



Average Respondents: 13

